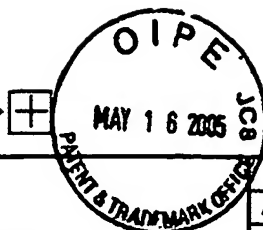


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Substitute for form 1449A/B/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number 10/051,635  
Filing Date January 18, 2002  
First Named Inventor DeLegge, Ronald L.  
Group Art Unit Unassigned 2152  
Examiner Name Unassigned REFAI  
Attorney Docket Number 207133

## OTHER - NON PATENT LITERATURE DOCUMENTS

Examiner Initials	Doc. No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number (s), publisher, city and/or country where published.	Translation	
			Yes	No**
RM	AA	J.D. Power Asia Pacific Reports: <i>Honda Siel and Maruti Udyog Rank Highest in the 2000 India Customer Satisfaction Index Study</i> , October 23, 2000, pp. 1 - 4.		
RM	AB	American Customer Satisfaction Index: <i>Recent ACSI Scores for Q2 2004: Manufacturing/Durables and E-Business and What It Measures</i> ; <a href="http://www.theacsi.com">http://www.theacsi.com</a> ; pp. 1 of 2 and pp. 1-2.		
RM	AC	Keynote The Internet Performance Authority: <i>Keynote Debuts Streaming Index and Streaming Quality Scale; Establishes Industry's First Benchmark and Standard for Streaming Quality on the Web</i> ; <a href="http://www.keynote.com/news_events/releases_2000/00oct24.html">http://www.keynote.com/news_events/releases_2000/00oct24.html</a> ; October 26, 2000; pp. 1 - 5.		
RM	AD	Keynote The Internet Performance Authority: <i>Delivering the Mission-Critical Data You Need to Optimize End-User Experience</i> ; <a href="http://www.keynote.com">http://www.keynote.com</a> , pp. 1-2		
RM	AE	Gomez Internet Performance Management: <i>Gomez Performance Index Identifies Best Performing Brokerage Sites</i> ; <a href="http://www.gomez.com">http://www.gomez.com</a> ; pp. 1 - 3 (October 31, 2001)		
RM	AF	Brand Keys: <i>Syndicated Reports: Customer Loyalty Index</i> ; <a href="http://www.brandkeys.com/whatwedo/custompub.cfm">http://www.brandkeys.com/whatwedo/custompub.cfm</a> ; pp. 1 - 5.		
RM	AG	Clark, Philip B., <i>Online Service Flunks - Surveys find b-to-b companies failing to connect with buyers</i> ; BTOBONLINE.com; pp. 24-25 (May 28, 2001)		
RM	AH	Zimmerman, Christine, <i>Poor Online Service Could Kill Offline Sales</i> ; <a href="http://www.internetweek.com">www.internetweek.com</a> ; Internet Week, p. 9 (March 26, 2001)		
RM	AI	Internet Week; <i>E-Business of The Week Web Site Data</i> ; <a href="http://www.internetweek.com">http://www.internetweek.com</a> ; p. 41 (November 19, 2001)		
RM	AJ	Keynote The Internet Performance Authority: <i>Keynote Web Broker Trading Index</i> ; <a href="http://www.keynote.com/company/overview/public_broker/broker_index.html">http://www.keynote.com/company/overview/public_broker/broker_index.html</a> ; pp. 1-3 (December 2001)		
RM	AK	Yahoo Finance: <i>Keynote Simplifies Web Transaction Measurement and Management With Transaction Perspective 3.0</i> ; Keynote Systems; <a href="http://biz.yahoo.com/bw/o11203/30814_1.html">http://biz.yahoo.com/bw/o11203/30814_1.html</a> ; pp.1-4 (December 2001)		
RM	AL	Boyd, Jade et al.; <i>Customer Service Turns Practical</i> ; <a href="http://www.internetweek.com">http://www.internetweek.com</a>		
RM	AM	Barstein, Fred; <i>Tracking Satisfaction</i> ; Human Resource Executive, (May 1999)		
RM	AN	Satmetrix; <i>Elevate the Competition</i> ; Satmetrix Systems, Inc.; <a href="http://www.satmetrix.com">www.satmetrix.com</a> ; pp. 1-3 (2001)		
RM	AO	Hyle, Robert; <i>Business Calling</i> ; Technology Decisions		
RM	AP	Hirschfeld, Simon; <i>Study: Airline Service Worsens For Another Year</i> , Yahoo Inc., and Reuters Limited pp. 1-3 and p. 1 of 2 (graphic) (2001)		
RM	AQ	APQC; <i>Making the most of customer relationships</i> ; <a href="http://www.apqc.org/cfs/">www.apqc.org/cfs/</a> ; APQC, pp. 1-2 (2001)		
RM	AR	ACSI-Methodology; <i>ACSI Methodology-Measurements</i> ; <a href="http://www/bus.umich.edu/research/nqrc/method.html">http://www/bus.umich.edu/research/nqrc/method.html</a> (2002)		
RM	AS	LOMA, et al.; <i>Call Center For Benchmarking Products</i> ; <a href="http://www.loma.org/benchmarkproducts.htm">http://www.loma.org/benchmarkproducts.htm</a> ; (2001)		
RM	AT	Wilson, Tim; <i>Lessons Learned-Some sites benefit from post-Sept. 11 upgrades; others standing still</i> ; Internetweek; <a href="http://www.internetweek.com">http://www.internetweek.com</a> ; p. 1 and p. 38 (Nov. 19, 2002)		

Examiner Signature

Date Considered

\* A concise statement of relevance is being submitted in lieu of a translation. 37 CFR 1.98(a)(3).

+ An English-language equivalent/patent, or an English-language abstract, or an English-language version of the search report or action by a foreign patent office in a counterpart foreign application indicating the degree of relevance found by the foreign office is being submitted in lieu of a concise explanation of relevance under 37 CFR 1.98(a)(3).